

King County Commuter Vans Flood Preparedness Bulletin

Are You Ready? Your van has an origin or destination in the Green River flood zone. Being informed and prepared for flood conditions is important for a safe commute and protection of King County's assets. See the King County Office of Emergency Management website for information on the Howard Hanson Dam and flood predictions: http://www.kingcounty.gov/safety/prepare/FloodPlan_GRiverBasin.aspx

Group Planning

- Monitor weather reports. Be prepared when water levels rise: <http://www.wsdot.wa.gov>
- Designate who will drive. Ensure you have enough trained backup drivers. Applications are available at <http://transit.metrokc.gov/tops/van-car/pdf/ROCVProgAppandAgreeform1342.pdf>.
- Update your group's phone list so calls can be made efficiently.
- Identify alternate parking outside of the flood zone.
- Plan alternate routes or pick up points for your van.
- Make emergency carpool and/or bus arrangements ahead of time.
- Make sure every member of the group is aware of the flood plans.
- **VanShare** groups may consider parking the van at the driver's home if it is outside of the flood zone.

Fare and Vehicle Use Policies

- Refer to your Commuter Van Driver's Manual (p23) <http://metro.kingcounty.gov/tops/van-car/pdf/cv-programManual.pdf>
- The van is available to approved drivers to assist in their families' evacuation if necessary. Please inform our office if this extra resource is needed for you or members of the commute group.
- The same fare and van use policies outlined in our Strike Policy apply during a flood (Driver's Manual, p26).

Vehicle Checks

- Keep a full tank of gas. Never let the gas tank go below the half tank mark. This will help guard against fuel clogging and ensure you will not be stuck in detour traffic.
- Create a van emergency kit. Consider storing desired supplies in the van.
- Park the van in a secured area outside the flood zone.
- Do not start the van if the water level is up to the undercarriage or has entered the exhaust pipe.

Driver Tips

- Be prepared. Monitor weather reports to assess flood activity and determine if the van needs to be moved to a safe alternate location or if the group should make other travel plans.
- You know your commute. Use alternate routes if necessary. Adjust your speed appropriately. Watch for water on the roadway, detours and barricades.
- Leave early enough so you have time to react to road conditions and other drivers.
- Do not drive if significant water covers the road.
- If forced to travel through low levels of standing water, be alert to changes in steering or braking conditions as a result of water volume and current.
- If stuck in muddy conditions, call our office immediately at 206-625-4500.
- Skidding or hydroplaning indicates your speed is too fast for the road conditions. Slow down.
- If the vehicle ahead is stalled, do not proceed. Use an alternate route.
- If your vehicle stalls in rising waters, do not attempt to restart the engine, exit the vehicle to safety and contact our office immediately at 206-625-4500.

King County Commuter Vans Flood Preparedness Bulletin

Emergency Procedures

Anytime a van breaks down it can be frustrating. Inclement weather conditions create a greater demand on all resources and this may cause a delay in responding to your situation. We will do everything we can to get you assistance as quickly as possible. We ask for your patience when adverse conditions exist, as response times may be longer. We encourage you to follow the steps on the reverse page to help mitigate this challenge.

What To Do

Protect the scene where your van is disabled and call your Rideshare Service Representative during regular business hours (7:30am - 5pm). If you don't know your representative's number or it is after hours, call **206-625-4500** or **1-800-427-8249** and the on call staff will be paged. Be sure to have the following:

- Your vehicle HOV number, (for example HOV 1234)
- Your exact location
- Your van's condition and/or suspected problem
- A phone number where you can be reached.

For further information, see Section 3 of your Commuter Van Program Manual.

If Your Van Requires Towing

If possible, leave the van in a secured area, lock it, tell Rideshare Operations (RO) and the towing company where you will leave the keys. *Do not take the keys with you.* RO staff will have the van towed to the nearest dealership, assigned garage or Metro facility.

Garages				
Everett	Goodyear	7:30am – 6:00pm 7:00am – 1:00pm E	M-F Sat	1502 ½ S Everett Mall Way, 98208 425-355-8473
North Seattle	Bill Pierre	7:30am – 6:00pm	M-F	11323 Lake City Way NE, 98125 206-367-7700
Seattle	Goodyear	6:30am – 1:00pm 8:00am – 5:00pm	M-F Sat	1105 Stewart St, 98191 206-624-0984
Seattle	Budd & Co.	7:00am – 5:00pm	M-F	800 Rainier Ave S, 98144 206-324-0550
Bellevue	Veolia	6:00am – 11:00pm	daily	2000 118 th Ave SE, 98004 425-637-9000
Overlake	Goodyear	7:00am – 6:00pm 8:00am – 5:00pm F 6:00am – 1:00pm	M-F Sat Sun	14923 NE 20 th St, 98007 425-747-9353
Redmond	Goodyear	7:00am – 6:00pm 7:30am – 1:00pm	M-F Sat	16101 NE 87 th St, Suite B, 98052 425-883-4006
Renton	Mathewson's	8:00am – 5:00pm	M-F	271 Rainier Ave N, 98055 425-226-2965
Kent	Veolia	4:00am – Midnight	daily	8002 S 208 th St, 98032 253-859-1111
Federal Way	Sparks	7:00am – 6:00pm	M-F	32627 Pacific Hwy S, 98003 253-874-1070